

# IBMhq Test Case Execution Report

**Test Case Name:**Send Response - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-02 18-48-08

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
9	8	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

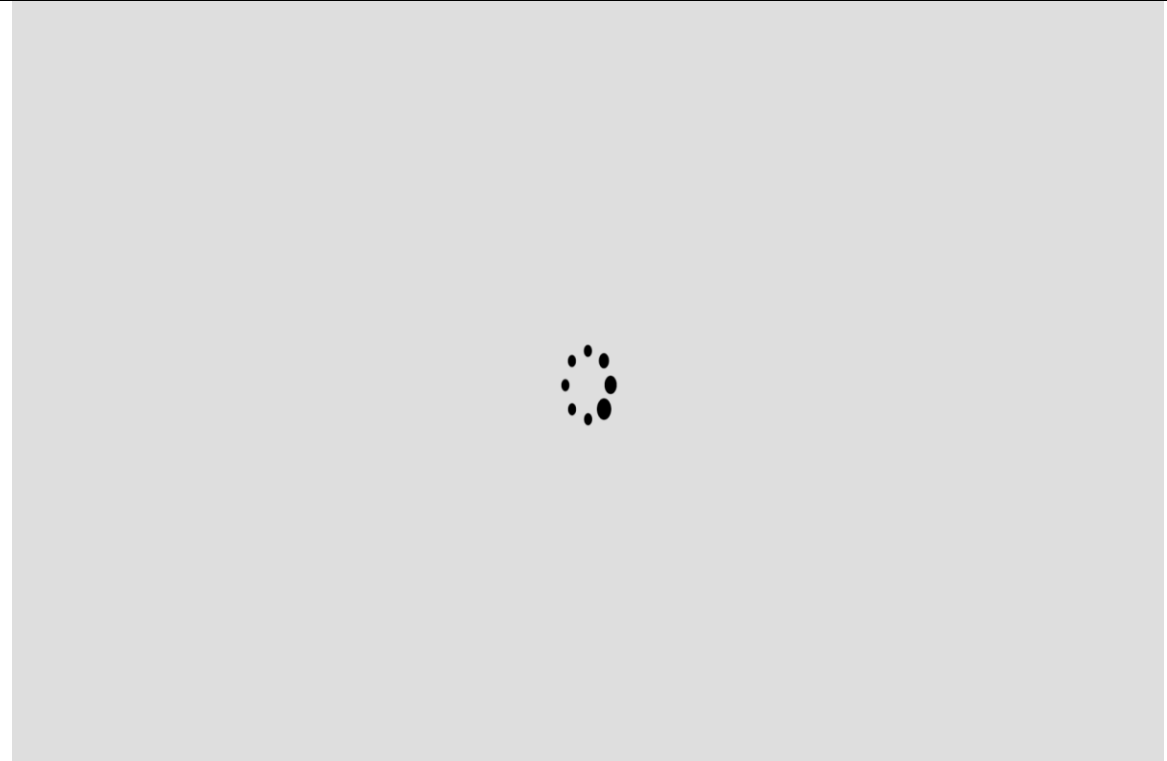


ORACLE  
SERVICE CLOUD

Username  
sysagent

Password  
\*\*\*\*\*

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


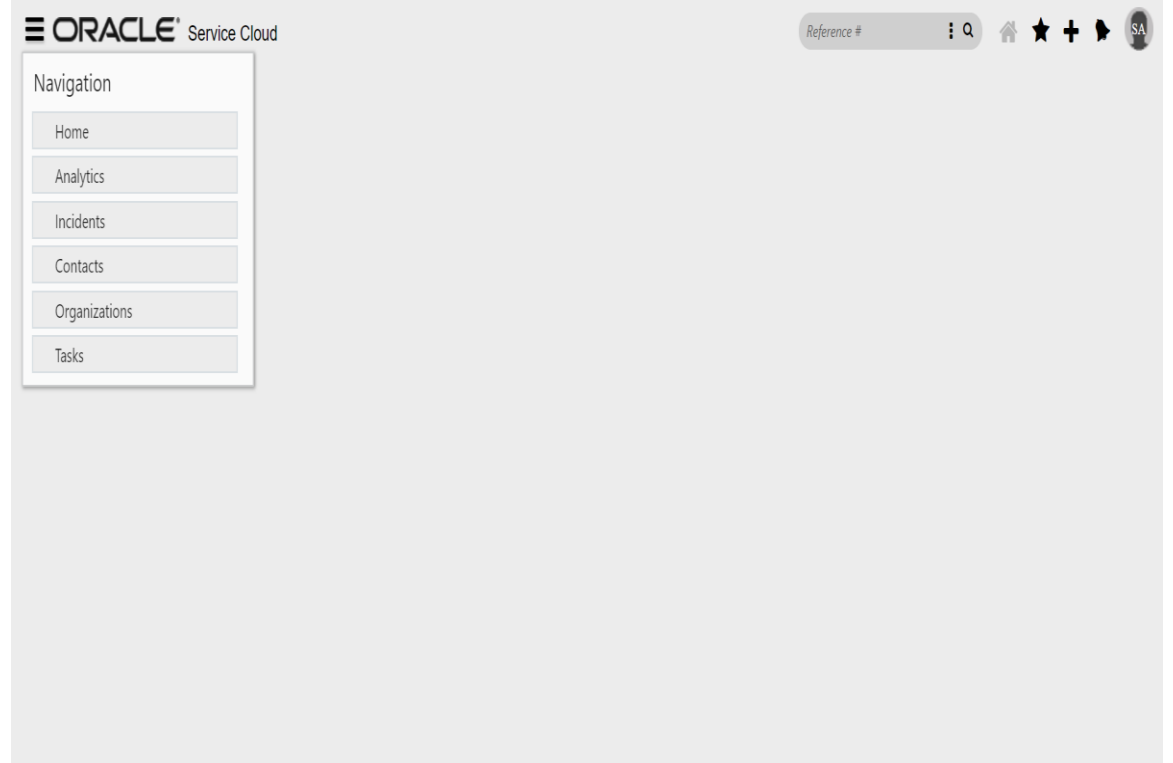
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



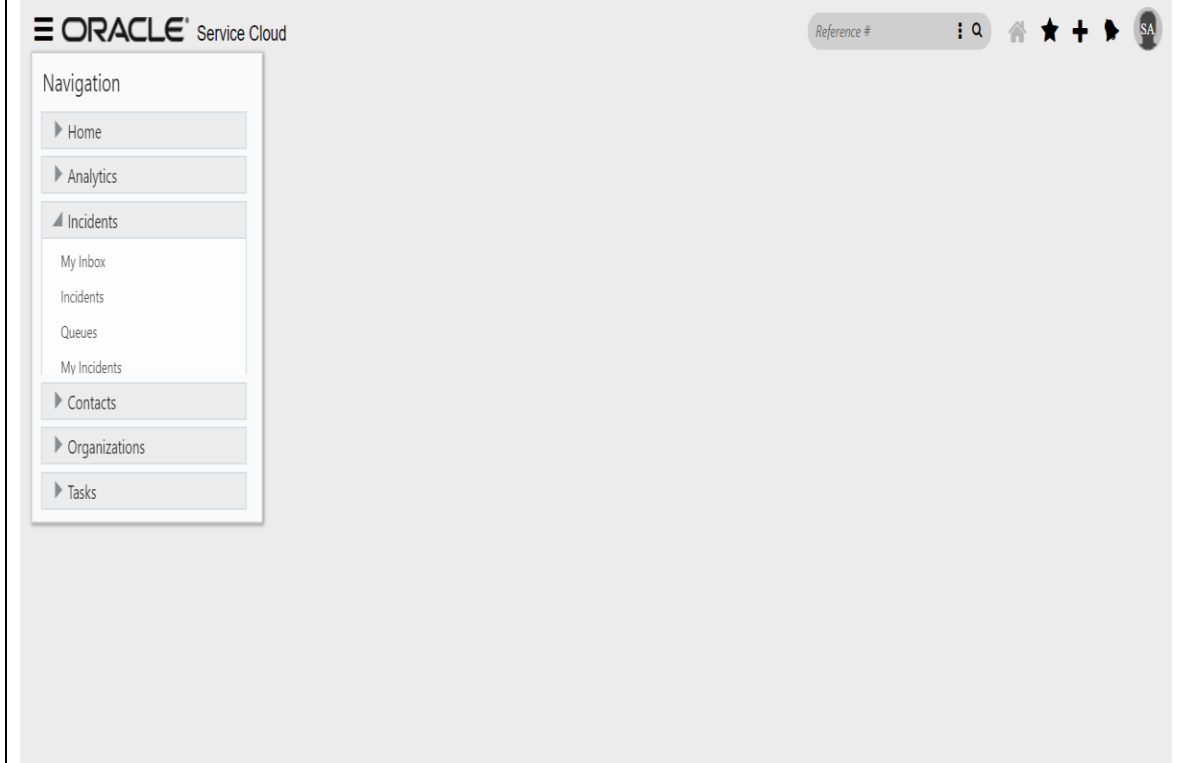
Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: Incidents is clicked

Status: Pass



Step No:6

Step Description: Wait

Expected Result: Wait

Actual Result: Expected condition failed: waiting for presence of element located by:  
By.xpath: //\*[@id="oj-collapsible-13-content"]/div[5]/div/button[1]/div (tried for 30  
second(s) with 500 milliseconds interval)

Status: Fail

